



UNITED STATES MARINE CORPS
MARINE FORCES RESERVE
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5400

IN REPLY TO
ForO 7000.1
MPR

16 AUG 2004

ORIGINAL

FORCE ORDER 7000.1

From: Deputy Commander, Marine Forces Reserve
To: Distribution List

Subj: MARINE FORCES RESERVE (MARFORRES) GOVERNMENT TRAVEL CHARGE
CARD (GTCC) ACCOUNT DELINQUENCY AND UNAUTHORIZED USE

Ref: (a) Public Law 105-264
(b) DoD Financial Management Regulation, Volume 9
(c) MCO 4600.40A
(d) SCFR Part 752

Encl: (1) Sample 60-Day Delinquency Notification Letter and
Endorsement
(2) Sample 90-Day Delinquency Notification Letter and
Endorsement
(3) Sample 120-Day Delinquency Notification Letter and
Endorsement
(4) Sample Unauthorized Use Notification Letter and
Endorsement
(5) Sample Page-11 for GTCC 120 days past due or
misuse/abuse

1. Situation. To supplement references (a) through (c) by establishing policy and procedures concerning the administration of MARFORRES GTCC accounts, which are delinquent, have unauthorized use, or are the subject of abuse per references (a) through (d).

2. Mission. In keeping with DoD intent, HQMC has established a zero tolerance policy for GTCC account delinquencies. Cardholders are required to pay their GTCC bill in full by the date shown on their billing statement. The GTCC may only be used for official travel and travel related expenses, and is not authorized for personal purchases. While it is ultimately the responsibility of each cardholder to pay his/her GTCC bill in a timely manner, commanders must ensure that all cardholders are fully aware that GTCC delinquency, misuse and abuse will not be tolerated, and that cardholders will be held accountable.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. Provide a standard system of internal management controls throughout MARFORRES in order to eliminate GTCC delinquencies, unauthorized use and abuse.

(2) Concept of Operations. Each MARFORRES unit is required to review and enforce the standards set forth within this Order.

b. Tasks

(1) Intermediate Agency Program Coordinator (IAPC). The IAPC oversees all MARFORRES accounts and Agency Program Coordinators (APC). Within MARFORRES the IAPC is located in the Manpower Directorate.

(a) The IAPC is responsible for notifying the APCs of applicable Bank of America or HQMC policy changes regarding the GTCC program, monitoring the accounts of MARFORRES Staff personnel for delinquencies, and assisting the APCs with any problems they are unable to rectify. The IAPC will also receive and distribute guidance provided by the Component Program Manager (CPM) at HQMC and review delinquency and activity reports to verify that MARFORRES policy is followed.

(b) A monthly delinquency status report will be distributed to all APCs for action and upon completion by the APCs, will be forwarded to the Commander via the Manpower Directorate. The status report will reflect data as of the Marine Corps GTCC cycle closing date, currently the 26th of each month. The report contains data for all cardholders within MARFORRES reflecting hierarchy levels, total delinquent amount, and respective number of accounts. Delinquencies are shown in increments of 30, 60, 90, 120, 150, and 180 days past due.

(2) Agency Program Coordinator (APC). Each command will assign a primary and alternate APC that are responsible for the day-to-day operations of the GTCC Program.

(a) APCs will maintain a current list of all cardholders and account information within their organizational hierarchy. The hierarchy is the link that identifies cardholder accounts to their correct organizations within their parent component.

(b) It is the responsibility of the APC to emplace a system, by-which each cardholder's card will be activated and deactivated for each period of TAD. The GTCC should remain deactivated until such time the member is scheduled to perform TAD. The GTCC should be activated by the APC within 5 days of the member executing the period of TAD, and will be deactivated again upon the member's return from TAD.

(c) APCs will ensure that each cardholder's GTCC balance is "zero" prior to signing off on any Marine's checkout sheet. Commanders will incorporate GTCC into the checkout process, and will further ensure that no Marine detaches without their GTCC balance being "zero".

1. The cardholder will report to the APC during the check out process, at which time the APC will verify the account has been paid in full.

2. In the event that the cardholder's account has not been paid in full, the APC will research the cardholder's travel claim status to ensure that a split disbursement amount will pay the balance of the GTCC. If there is no pending claim, or if the split disbursement amount does not pay the balance in full, the APC will direct the cardholder to pay the account in full and provide proof of payment back to the APC. The APC will notify the cardholder's supervisor and CO of the status of the account. The cardholder will not be allowed to complete the checkout process prior to paying the GTCC in full.

3. Only after the APC has verified with Bank of America that the account has been paid in full will the Marine be allowed to detach the command.

(d) APCs will close a GTCC upon the cardholder's dismissal, retirement, or separation from the military/civil service. The APC will receive a report containing the names and planned dismissal, retirement, or separation date of cardholders who are scheduled to depart the command within 60 days. The APC will review the 60-day list to ensure that the accounts are paid in full. If an account is not paid in full, the APC will notify the cardholder and his/her supervisor, that corrective action must be taken before the cardholder will be allowed to start the check out process.

(e) MARFORRES Staff Judge Advocate (SJA) will be the point of contact for engaging the Naval Criminal Investigative Service (NCIS) on matters of locating cardholders who maintain a

balance on their GTCC and who have dropped to the IRR, retired, or left their military employment for whatever reason. Commands requiring such assistance shall forward a Request for Legal Service (RLS) to the SJA per the MARFORRES legal SOP, ForO P5800.6. The SJA will then take the issue for action.

(f) GTCC Delinquency. APCs are responsible for reviewing their monthly delinquency report in order to resolve delinquencies. The delinquency report should be worked as soon as available after the GTCC cycle closing date. In the event a cardholder becomes delinquent, the following actions will be taken by the APC:

1. 30 Days Past Due. The cardholder is notified that his/her payment is past due and payment must be made immediately. The cardholder's supervisor and CO are also notified, advising them of the delinquency status and amount due. The APC will notify the cardholder verbally, via e-mail or by letter, along with his/her CO and supervisor. The supervisor will take an active roll to verify why the account has not been paid, and assist the cardholder in taking immediate corrective action to make their account current.

2. 50 Days Past Due. The command must take an active roll to assure that the cardholder does not become 60 days late. The APC will contact the cardholder again and verify the status of the payment. The cardholder's supervisor and CO will be notified of the continued delinquency of the account. The APC will then contact the next APC in the unit's chain of command and provide all pertinent information, including completed and planned corrective action to assure the account does not become 60 days late. If the cardholder has an outstanding travel claim, settling the claim and using split disbursement is the quickest way for the cardholder to pay his/her account. If the cardholder is required to pay a remaining balance on the account, the cardholder should either make the payment at a local Bank of America, or make a payment via phone to assure the payment will be received and posted to the account prior to the account becoming 60 days delinquent.

3. 60 Days Past Due. Bank of America will automatically suspend all accounts of cardholders that are 60 days delinquent, unless the account has been designated as mission critical. The APC will notify the cardholder's supervisor using the format contained in enclosure (1), stating that the cardholder is 60 days past due on his/her account. Upon

receipt of enclosure (1), Supervisors of Military member cardholders may initiate disciplinary action under the UCMJ. Supervisors of civilian employees may contact their civilian personnel liaison, or if there is none, their servicing Civilian Human Resources Office to initiate appropriate disciplinary or adverse action in accordance with the guidance contained in reference (d). The supervisor will meet with the cardholder and discuss with him/her as to why payment has not been made and the planned corrective action to make the account current. The notification letter will be endorsed, signed by both the supervisor and the cardholder, and then forward with the cardholder's statement (if so desired by the card holder) back to the APC. This action will be completed within 5 business days of receipt of the notification. In the event the letter is not returned from the supervisor, the APC will forward a copy of the notification letter to the next level of command, informing him/her that appropriate action was not taken. Suspended accounts will not be eligible for reactivation until all delinquent balances have been paid in full. If an account has been 60 days delinquent twice in the preceding 12 months, the account may be closed by Bank of America, and if closed, will not be eligible for reopening.

4. 90 Days Past Due. If arrangements have not been made for repayment of funds, the APC will send a letter utilizing the format contained in Enclosure (2) directly to the Marine's Commanding Officer/Officer in Charge (CO/OIC) or directly to the Civilian's servicing Civilian Human Resources office. The receiving endorsement must be signed by the member and returned to the APC within 5 business days.

5. 120 Days Past Due. Upon notification from Bank of America that a cardholder's account is 120 days past due, the APC will send a Cancellation letter utilizing the format contained in Enclosure (3) directly to the Marine's CO/OIC or directly to the Civilian's servicing Civilian Human Resources office. The CO/OIC or Civilian Human Resources office will within 5 days, return to the APC the receiving endorsement signed by the cardholder as well as the planned disciplinary actions to be taken against the cardholder. Additionally, a page 11 entry will be made for Marines who become 120 days past due on their GTCC account, using the format contained in enclosure (5). If determined by the Marine's CO/OIC that the delinquency is not at the fault of the Marine, the page 11 entry can be omitted, however, detailed justification for the omission must be included in the returned signed endorsement.

(g) GTCC Misuse/Abuse

1. APCs shall review account activity reports at a minimum of once a month to ensure that GTCCs are not being misused/abused. Incurring excessive charges with the GTCC during a period of TAD is considered misuse of the GTCC while any use of the GTCC that is not in conjunction with TAD is considered abuse of the GTCC. Misuse/Abuse of the GTCC will be determined by the APC who reviews the account activity report. Enclosure (4), Notification of Unauthorized Use of the Government Travel Charge Card, will be sent from the APC to the respective supervisor where unauthorized use is determined. The supervisor will counsel the cardholder and generate a page 11 entry, in accordance with the format contained in enclosure (5). If determined by the Marine's CO/OIC that the use is not considered GTCC misuse or abuse, the page 11 entry can be omitted, however, detailed justification for the omission must be included in the returned signed endorsement. The notification letter will be endorsed with the supervisor's planned or taken corrective action, signed by the supervisor and cardholder, and then forwarded with the cardholder's statement (as applicable) back to the APC. This action will be completed within 5 business days of receipt of the notification. In the event the letter is not returned from the supervisor, the APC will forward a copy of the original notification letter to the next level of command, informing him/her that appropriate action had not been completed.

2. Once a cardholder has been identified for misuse/abuse of the GTCC, the APC will deactivate his/her card. Military members who misuse/abuse the GTCC may be subject to disciplinary action under the UCMJ. Supervisors of civilian employees identified for misuse/abuse of the GTCC shall immediately contact the civilian personnel liaison, or if there is none, their servicing Civilian Human Resources Office to initiate appropriate disciplinary or adverse action against the civilian cardholder.

(3) Commanding Officers/Supervisors

(a) Commanders at ALL levels must be proactively and personally involved in the program ensuring that all cardholders are held accountable for misuse and abuse of the program. This must be uniformly applied in order to be effective.

(b) Commanders must ensure that GTCC Refresher-Training is conducted annually in order to ensure that all

Marines are aware of the policies, procedures, and subsequent consequences for misuse and abuse of the GTCC.

(c) Commanders will ensure that the APC is provided the "60-day list" for all planned dismissal, retirement, or separation of cardholders who are scheduled to depart the command within 60 days. This report will be submitted at the beginning of each month to the APC servicing the unit.

(d) Commanders will implement procedures that ensure that 100 percent of travel claim settlement amounts are split disbursed directly to Bank of America.

(e) Ensure that all APCs and unit GTCC representatives are properly trained in the GTCC program.

(f) Ensure that the GTCC is incorporated into the check-in and checkout procedures, and that appropriate actions are taken on any cardholder trying to checkout with an outstanding GTCC balance.

(g) Supervisors who fail to take appropriate action in their responsibilities will be subject to disciplinary action.

c. Coordinating Instructions. The provisions of this Order may not be implemented with regard to any civilian employee in a bargaining unit represented by an exclusive representative until all bargaining obligations have been satisfied.

4. Administration and Logistics. None.

5. Command and Signal

a. Signal. This Order is effective the date signed.

b. Command. This Order is applicable to the Marine Corps Reserve.


J. J. KINNERUP

DISTRIBUTION: B

Sample 60-Day Delinquency Notification Letter and Endorsement



UNITED STATES MARINE CORPS

MARINE FORCES RESERVE
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5400

IN REPLY TO
4650
APC
DATE

From: Bank Of America Travel Card Agency Program Coordinator
To: Supervisor

Subj: DELINQUENT GOVERNMENT TRAVEL CARD PAYMENT NOTIFICATION - 60
DAYS

Ref: (a) MCO 4600.40A
(b) Maradmin 434/01
(c) ForO 7000.1

1. We have been informed by the GSA Government Travel Card Contractor that **Sergeant Joe E. Marine 123 45 6789** is over 60 days delinquent in payment of his account. The balance of the cardholders account is \$XX, however the amount over **60 days** past due is \$XX.

2. The Government Travel Card contract requires that all outstanding charges be paid by the date specified on the billing statement. The Travel Card Contractor has suspended card privileges for this cardholder. The cardholder should be notified of this action and counseled concerning the use of the Government Travel Card. Cardholders on temporary duty more than 45 days are required to submit travel vouchers for payment every 30 days if necessary to maintain their travel card account in a current status.

3. Non-compliance, or failure to adhere to the guidelines for the Government Travel Card, may result in disciplinary and/or administrative action in accordance with applicable statutory and regulatory provisions and, if applicable, with the Multi-Unit Master Agreement for bargaining unit employees.

4. The delinquent balance may be resolved by one of the following actions: (1) payment in full, (2) a reasonable explanation for the delinquency documented and submitted to the contractor through the Agency Program Coordinator, or (3) an agreed-upon repayment schedule with the Travel Card Contractor. Billing questions may be directed to the Travel Card Contractor at the number printed on the billing statement for that purpose. Additionally, at 75 days delinquent, Cardholders are subject to a \$29.00 late fee per billing cycle for each and every billing cycle until the debt is resolved.

Enclosure (1)

5. Per reference (c), 100 percent Split disbursement in all submitted travel claims is directed. This will preclude future delinquent payments.

6. In accordance with reference (a), the cardholder is required to sign for receipt of this delinquent notification and return it to the G-1/OPS Section, within 5 business days. A written response, outlining the actions taken may be attached if so desired by the Marine.

7. Program management questions may be directed to the APC.

MARINE N. CHARGE
GYSGT
Agency Program Coordinator

Cardholder acknowledgement of memorandum receipt.

Name, Grade, Organization

Date

Sample 90-Day Delinquency Notification Letter and Endorsement



UNITED STATES MARINE CORPS

MARINE FORCES RESERVE
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5400

IN REPLY
7000.1
ADJ
Date

From: Bank Of America Travel Card Agency Program Coordinator
To: Supervisor

Subj: DELINQUENT GOVERNMENT TRAVEL CARD PAYMENT NOTIFICATION - 90
DAYS

Ref: (a) MCO 4600.40A
(b) Maradmin 434/01
(c) ForO 7000.1

1. We have been informed by the GSA Government Travel Card Contractor that **Marine S. Off 123 45 6789 USMC** is over 90 days delinquent in payment of his account. The balance on the cardholders account is \$XX, however the amount over 90 days past due is \$XX.

2. The Government Travel Card contract requires that all outstanding charges be paid by the date specified on the billing statement. If no action is taken on this debt, the Agency Program Coordinator or the contractor may cancel the account. Meanwhile, travel card privileges have been suspended. These privileges may be restored upon complete liquidation of the debt. If this debt is not resolved prior to 120 days past due, the contractor will initiate salary offset proceedings to recover the delinquent balance. The Command must notify and counsel the cardholder concerning the delinquent account. Cardholders on temporary duty more than 45 days are required to submit travel vouchers for payment every 30 days and maintain their Travel Card account in a current status. In accordance with reference (c) 100 percent split disbursement is directed.

3. Failure to adhere to the guidelines for the Government Travel Card may result in disciplinary and/or administrative action in accordance with applicable statutory and regulatory provisions and, if applicable, with the Mult-Unit Master Agreement for bargaining unit employees.

4. The delinquent balance may be resolved by one of the following actions: (1) payment in full, (2) a reasonable explanation for the delinquency documented and submitted to the contractor through the Agency Program Coordinator, or (3) an agreed-upon repayment schedule with the Travel Card Contractor. Billing questions may be directed to the Travel Card Contractor at the number printed on the billing statement for that purpose.

Enclosure (2)

5. In accordance with reference (a), have the cardholder sign to acknowledge receipt of this delinquent notification and return it to me with your written response, outlining the actions taken, within 5 business days.

6. Program management questions may be directed to LtCol Ivan Glasco at extension 8209, CWO3 Robin C. Porche at extension 1769, or GySgt Rex G. Platt at extension 6197.

MARINE N. CHARGE
GYSGT
Agency Program Coordinator

Cardholder acknowledgement of memorandum receipt.

Name, Grade, Organization

Date

Sample 120-Day Delinquency Notification Letter and Endorsement

UNITED STATES MARINE CORPS

MARINE FORCES RESERVE
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5400



IN REPLY TO
7000.1
ADJ
Date

From: Bank Of America Travel Card Agency Program Coordinator
To: Supervisor

Subj: CANCELLATION OF GOVERNMENT TRAVEL CARD - 120 DAYS DELINQUENT
PAYMENT NOTIFICATION

Ref: (a) MCO 4600.40A
(b) Maradmin 434/01
(c) ForO 7000.1

1. It has now been brought to our attention that **Sergeant Devil R. Dog 123 45 6789 USMC** has a delinquent Government Travel Card balance of **\$XX**, which is over **120 days** past due. The cardholder has not resolved this debt. Therefore, in accordance with the references, the account has been cancelled. The Travel Card Contractor will now refer the account to DFAS for salary offset. Collection action may include credit bureau notification of the employee's failure to pay.

2. Reinstatement of the cardholder's account requires payment of the debt in full and approval by the Unit Commander and MSC Commander. The travel Card Contractor reserves the right to deny reinstatement. Cardholders who do not properly liquidate their Government Travel Card debts, or who use the card for personal purposes, also may be subject to disciplinary and/or administrative action in accordance with applicable statutory and regulatory provisions and, if applicable with the Multi-Unit Master Agreement for bargaining unit employees.

3. In accordance with reference(c), a page 11 entry has been generated for SNM. (As applicable)

4. Please contact Marine N. Charge, Agency Program Coordinator, should further questions arise. In accordance with MCO 4600.40A, have the cardholder sign to acknowledge receipt of this notification and return it with your written response, outlining the actions taken, within 5 business days of the date of this letter.

MARINE N. CHARGE
GySgt
Agency Program Coordinator

Enclosure (3)

ForO 7000.1

Cardholder acknowledgement of memorandum receipt.

Name, Grade, Organization

Date

Enclosure (3)

Sample Unauthorized Use Notification Letter and Endorsement

UNITED STATES MARINE CORPS

MARINE FORCES RESERVE
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5400



IN REPLY TO
7000.1
ADJ
Date

From: Agency Program Coordinator (APC)
To: (Unit/Section)

Subj: NOTIFICATION OF UNAUTHORIZED USE OF THE GOVERNMENT TRAVEL
CHARGE CARD BY (CARDHOLDER'S NAME)

Ref: (a) Government Travel Charge Card Account Activity
Report dtd _____
(b) ForO 7000.1

1. A review of reference (a) reflects unauthorized use of the Government Travel Charge Card by the subject cardholder. The cardholder must be counseled by his/her supervisor within 5 business days of receipt of this notification. Upon completion of the counseling, this notification letter must be endorsed and returned to the APC. The endorsement may include a statement from the cardholder as to the nature of the unauthorized use and will include a statement of the supervisor's planned corrective action. The endorsement must be signed by the cardholder and his/her supervisor.

2. In accordance with reference (b), a page 11 entry has been generated for SNM. (As applicable)

3. In the event that the documents are not returned from the supervisor, the next level of command will be forwarded a copy of the original notification, indicating that appropriate action was not taken.

<u>DATE</u>	<u>TRANSACTION TYPE</u>	<u>LOCATION</u>	<u>AMOUNT</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Agency Program Coordinator



UNITED STATES MARINE CORPS

MARINE FORCES RESERVE
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5400

IN REPLY TO
7000.1
ADJ
Date

From: (Unit/Section)
To: Agency Program Coordinator (APC)
Subj: UNAUTHORIZED USE OF THE GOVERNMENT TRAVEL CHARGE CARD
BY (CARDHOLDER'S NAME)
Ref: (a) ForO 7000.1
Encl: (1) Statement from the Cardholder

1. I hereby certify that the above listed cardholder has been counseled relative to his/her unauthorized use of the Government Travel Charge Card. Enclosure (1) is a statement from the cardholder reflecting the nature of the unauthorized use (if so submitted by cardholder). The following is the corrective action taken and planned: (supervisor's statement).

2. In accordance with the reference, a page 11 entry has been generated for SNM. (As applicable)

Supervisor's Printed Name and Signature

Date

Cardholder's Printed Name and Signature

Date

Sample Page-11 for GTCC 120 days past due or misuse/abuse

: SNM counseled this date concerning deficiencies as identified as follows: Dereliction of duty in failing to pay your GTCC bill within 120 days of date due (or in misusing your GTCC by [explain the misuse]). The following are recommendations for corrective action: Immediately pay any amount of your GTCC currently past due (or cease the unauthorized purchase activity). Ensure you are scheduled to attend the next unit GTCC period of instruction. Immediately read and familiarize yourself with MCO 4600.40 and ForO 7000.1. Assistance is available from your chain of command, your unit APC, or a financial counselor. I have been advised that failure to take corrective action may result in loss of GTCC privileges, administrative separation or judicial proceedings. I have been advised of my write to submit a written rebuttal to this counseling within 5 days that will be entered on the document side of my SRB. I (do)(do not) desire to make a statement.

Enclosure (5)